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**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

P.O. Box 119
Honolulu, Hawaii 96810-0119
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www.spo.hawaii.gov

June 15, 2006

TO: Executive Department Heads
Department of Education
City & County of Honolulu

FROM: Aaron S. Fujioka
Administrator

SUBJECT: Change No. 5
SPO Price List 05-23 (SW)
Comprehensive Travel Related Services
(RFP-05-037-SW)

1. Effective July 15, 2006, the Dollar Rent A Car prepaid rate will be \$38.75 per coupon. These coupons will have an expiration date of June 30, 2007.
2. Effective July 15, 2006, the Thrifty Car Rental prepaid rate will be \$37.25 per coupon. These coupons will have an expiration date of June 30, 2007.
3. Effective July 15, 2006, Thrifty Car Rental will no longer reimburse renters for refueling costs. Renters requiring additional gasoline should return to the nearest Thrifty location for refueling.
4. Replace "Thrifty and Dollar Prepaid Coupons", Exhibit B of the price list with the attached Exhibit B dated 6/15/06.
5. Orders for prepaid car coupons may be placed by phone, fax, e-mail, or walk-in between the hours of 8:00 a.m. and 5:00 p.m., and also mailed to:

Panda Travel Inc.
1017 Kapahulu Avenue
Honolulu, HI 96816
Attention: Cheyenne Ida

Phone: 808/738-3569
Fax: 808/738-3391
E-mail: cida@panda-group.com

The current price list incorporating Change Nos. 1 through 5 is available on the SPO website: www.spo.hawaii.gov; click on the "SPO Price List and Vendor List" on the main menu.

Should you have any questions, please contact me at 587-4700, or Bonnie Kahakui at 587-4702, bonnie.a.kahakui@hawaii.gov.

THRIFTY AND DOLLAR PREPAID CAR COUPONS

	DOLLAR	THRIFTY
COST	\$38.75	\$37.25
INCLUSIONS	24-hour rate, state tax, vehicle licensing fee, airport concession fee, highway surcharge, and gas	24-hour rate, state tax, vehicle licensing fee, airport concession fee, highway surcharge, and gas
COUPON EXPIRATION DATE	12/1/2007	12/1/2007
MINIMUM PURCHASE	2	2
LOCATIONS	Oahu, Maui, (except Hana) Kauai Hilo, Kona, Molokai	Oahu, Maui (except Hana), Kauai Hilo, Kona
MINIMUM AGE REQUIREMENT	25 years	25 years (21yrs. for State employees)
UNDER AGE-FEE	\$20.00 per day (renters 21-24 yrs. old)	\$20.00 per day (renters 21-24 yrs. old)
CREDIT CARD REQUIRED	YES (at time of rental)	YES (at time of rental)
GRACE PERIOD	59 minutes	59 minutes
DROP CHARGE-HILO/KONA/HILO**	\$25.00	\$25.00
ADDITIONAL DRIVER FEE	NONE (one additional driver)	NONE
GUARANTEE AVAILABILITY	Monday-Friday (except holidays) (Friday pick up by 12:00 noon) (compact only with reservations)	Monday-Friday (except holidays) (Friday pick up by 12:00 noon) (compact only with reservations)
COUPONS USAGE (PER DAY)	1 - compact 2 - midsize, full size, mini-van, suv 3 - specialty vehicles	1 - compact 2 - midsize, full size, mini-vans, jeep, suv 4- 12 pax van (optional)
MID-RENTAL REFUELING	Return to Dollar for refueling or new car agreement	Return to Thrifty for refueling
RESERVATIONS NUMBER		
OAHU	944-1544	952-4238
NEIGHBOR ISLANDS	(800)342-7398	(800) 367-5238
E-Mail Address	SOH@dollar.com	TCRHI@dtag.com
MISCELLANEOUS	Renter pays direct for upgrades, drop charges underage driver surcharge and other incidentals	
**drop charges may vary for other locations		

**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

SPO Price List No. 05-23 (Statewide)
Includes Change Nos. 1-5
Revised June 15, 2006

COMPREHENSIVE TRAVEL RELATED SERVICES
(RFP-05-037-SW)

June 1, 2005 – May 31, 2007

GENERAL INFORMATION: This price list consists of Part I and Part II.

Part I is for in-state hotel arrangements and prepaid car rental coupons.

Part II is for out-of-state air travel arrangements.

STATE'S COMMITMENT. Agencies of the following purchasing jurisdictions are required to purchase from this price list:

- Executive Branch
- Department of Education
- City & County of Honolulu (Honolulu Police Department and Prosecuting Attorney)

EXCEPTION TO THE PRICE LIST. Effective May 15, 2006, delegation of authority to grant exemption to purchase outside the travel contract price list is transferred to **Executive Branch department heads** (or as designated by department head). The procedure will allow departments to make their own determination, based on necessity of travel for program operations and objective, and as permitted by available funding, when not practicable nor advantageous to use the contract vendors.

Department heads are to insure when making this determination that all travel expenditures are in compliance with Travel Rules, HAR 3-10, and PL 05-23 remain in effect.

POINT OF CONTACT. Questions regarding the services listed, ordering, pricing, and status should be directed to the vendor(s). Direct procurement questions or complaints as follows:

Jurisdiction	Name	Telephone	FAX	E-mail
Executive	Bonnie Kahakui	587-4702	586-0570	bonnie.a.kahakui@hawaii.gov
DOE	Procurement Staff	675-0130	675-0133	Connie_chun/PROCURE/HIDOE@notes.k12.hi.us
Honolulu City and County	Michael Hiu	523-4795	527-6834	mhiu@honolulu.gov

Complaints should be made in writing, and include the reason for the complaint (i.e. customer service, quality etc.) and the details of the circumstances leading to the complaint. Completed

form may be mailed or sent by facsimile to the SPO. SPO Form 12, "Evaluation: Vendor or Product" form is available at the State Procurement Office webpage <http://www.spo.hawaii.gov/>.

In the event a complaint regarding a vendor's product or performance is filed, the agency may request a meeting with the vendor at the agency's place of business to resolve the problem. This meeting should take place within one week of the complaint.

USE OF PRICE LIST BY NONPROFIT ORGANIZATIONS. Pursuant to Section 103D-804, Hawaii Revised Statutes (HRS), nonprofit organizations with current purchase of service contract(s) (Chapter 103F, HRS) have been invited to participate in the State Procurement Office's (SPO) price lists. If a nonprofit organization (hereinafter called "nonprofit") wishes to purchase from a SPO price list, the nonprofit must obtain approval from each price list vendor, i.e., participation must be mutually agreed upon. A price list vendor may choose to deny participation by a nonprofit. Provided, however, if a nonprofit and price list vendor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than a price list vendor.

VENDOR CODES for annotation on purchase orders (when applicable) are obtainable from the "Alphabetical Vendor Edit Table Report" available at your department's fiscal office. Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order. Therefore, when processing an invoice for payment, be sure that the correct vendor code is used.

PURCHASING/CREDIT CARD (pCard) shall be used for all purchases less than \$2500, pursuant to Comptroller's Memorandum No. 2004-36 for agencies of the Executive branch only, excluding the University of Hawaii, the Department of Education, and the Office of Hawaiian Affairs.

PURCHASE ORDERS shall be issued for purchases \$2500 or more; and for vendors who either do not accept the pCard or who set minimum order requirements before accepting the pCard for payment.

When issuing a purchase order, the following information shall be included:

1. SPO Price List No. 05-23;
2. Vendor Code;
3. Brief description of the services to be provided, name of traveler, dates, and destination (if applicable);
4. Name, telephone, and fax number of the requisitioner;
5. The signed acknowledgement (see "Procedures to Follow") must be attached to the purchase order or pCard authorization.

ORDERING on a timely basis is the responsibility of each agency. Orders shall be issued on an as-needed basis during the price list period. Vendor is not obliged to accept any order received after the price list expiration date; however, vendor shall fill timely orders for which delivery may extend beyond the expiration date. Agencies shall not issue purchase orders specifying delivery after the price list expiration date.

Part I

Part I consists of **in-state hotel reservations** and **prepaid car rental coupons**.

VENDOR: **Panda Travel, Inc.**

Address: 1017 Kapahulu Avenue, Honolulu, HI 96816
Telephone: 808/738-3838
1 888-726-3288 (Toll free no.)
1 800 692-9941 (Toll free emergency pager number)

Facsimile: 808/738-3391
1 866-738-3391 (Toll free no.)

E-mail: state@panda-group.com

Internet site: www.hawaiicorporatetravel.com

Hours of Operation: Monday through Friday 7:45 a.m. to 5:00 p.m.
Saturday* 9 a.m. to 1:00 p.m.
* Urgent calls taken by Panda's supervisor on duty

Internet Capability: Agencies may go to www.hawaiicorporatetravel.com to check current contract hotel rates and car rental rates.

PROCEDURES TO FOLLOW when travel is anticipated:

1. Travel Order Form (TOF), (Exhibit A) must be completed by each traveler. Tentative rates may be obtained from Panda Travel prior to completion using www.hawaiicorporatetravel.com. Neighbor Islands' travelers may call Panda's toll free number. Detailed instructions for completing the Travel Order Form is part of Exhibit A.
2. The justification for the trip and the TOF should be forwarded to the department's appropriate parties for approval.
3. The completed and signed TOF shall be faxed to Panda in order to make reservations.
4. The traveler must sign and return Panda's fax confirmation verifying name spelling, dates, destination and rate.
5. Panda Travel will accept a pCard number on the TOF as the authorized form of payment for car coupons. If making payment by purchase order, a completed and signed purchase order must accompany the signed acknowledgement to guarantee reservations and for prepaid coupons to be issued.

CAR RENTAL ARRANGEMENTS. "Rental of cars shall be allowed where it would be impractical to obtain necessary transportation in government owned vehicles or privately own vehicles on a mileage basis, and where public carriers are not available to the point be visited," in accordance with HAR, Section 3-10-10(d)(1). A cost analysis should be done to determine if the cost and benefits of a car outweighs public transportation, taxis, airport and/or hotel shuttle alternatives. Car rentals should not be used solely on the basis of convenience.

The size of the car shall be determined by the number of people in the party. No car insurance, such a personal accident, personal effects or supplemental liability insurance shall be purchased by the traveler since the State is self-insured.

Panda is required to provide a compact car on all reservations except for the following:

- | | | |
|---------------------------|----------------------|-------------|
| • Overnight trip | 3-4 passengers | Midsize Car |
| • Day trip/overnight trip | 5 or more passengers | Mini-van |

In-State Prepaid Car Rental Coupons are mandatory for all in-state car rental arrangements. See attached Exhibit B, "Thrifty and Dollar Prepaid Car Coupons", for current requirements and conditions. Lanai and Hana, Maui are excluded from the in-state car rental requirements. Travelers shall make their own arrangements. Limitation on car size as previously stated is applicable.

Orders for prepaid car coupons may be place by phone, fax, or walk-in between the hours of 7:45 a.m. to 5:00 p.m. and also be mailed to the attention of:

Panda Travel, Inc.	Attention: Cheyenne Ida	Phone: 808/738-3569
1017 Kapahulu Avenue		Fax: 808/738-3391
Honolulu, HI 96816		

Travelers are required to make reservations direct with the respective rental agency's Hawaii Central Reservations' Office.

Dollar Rent A Car

From Oahu	(808) 944-1544	
From Neighbor Islands	(800) 342-7398	
Hours of Operation	Monday – Friday	7:00 am to 6:00 pm
	Saturday & Sunday	8:00 am to 4:30 pm
	Holidays	8:00 am to 3:30 pm
E-mail address	SOH@dollar.com	

Thrifty Rent A Car

From Oahu	(808) 952-4238	
From Neighbor Islands	(800) 367-5238	
Hours of Operation	Monday - Friday	7:00 am to 6:00 pm
	Saturday & Sunday	8:00 am to 4:30 pm
	Holidays	8:00 am to 3:30 pm
E-mail address:	TCRHI@DTAG.COM	

Travelers have the option of making reservations for either Dollar Rent A Car or Thrifty Car Rental online through Panda Travel. The following procedures should be followed:

- a) Log on to www.hawaiicorporatetravel.com
- b) Click on the "Prepaid Car Coupons" link
- c) Click on Reservations Request Form
- d) Complete the information and click on the submit button
- e) Panda will acknowledge the request via e-mail
- f) Thrifty or Dollar will send an e-mail with the confirmation number

In-State Hotel Reservations. All reservations shall be made through the travel agency with the exception of conference hotels, which may be made directly with the conference hotel. Any specific preference other than that recommended by Panda, which will increase the cost of the hotel accommodation beyond the amounts of the commercial lodging allowance specified in the applicable bargaining agreements or executive orders, shall be the responsibility of the traveler.

Travelers need not use Panda Travel to book hotel reservations if the cost is less than the per diem allowance. If excess lodging will be requested and claimed, Panda must be used when making hotel reservations.

Exceptions. Bona-fide conference hotels. If a conference is not being held at a hotel, the conference organizers can designate an official conference hotel(s). In doing so, the organizers must negotiate a special rate and maintain a block of rooms at the designated hotel(s), under the conference name. The hotel(s) must also be listed in the conference material. Participants may be required to make the hotel arrangements directly with the conference organizers, directly with the hotel, or through a housing bureau. A list of hotels in the surrounding area offering government rates does not qualify.

PAYMENTS TO PANDA TRAVEL. The pCard should be used to purchase Intra-state prepaid car, however if a purchase order must be used Panda Travel shall be paid thirty (30) calendar days following receipt of invoice or when coupons are received, whichever is later. On hotel invoices, the State has thirty (30) calendar days from date of receipt of invoice or the date services received, whichever is later to make payment.

The remittance portion of the payment check shall include invoice number, invoice date, traveler's name & travel date (if applicable) and type of services arranged.

In the event circumstances prevent the paying agency from complying with the payment schedule, Panda is entitled to interest on the principal amount remaining unpaid in accordance with Section 103-10 of the Hawaii Revised Statutes.

Part II

PART II provides a multiple-vendor list to allow agencies to purchase **out-of-state airline tickets** from qualified vendors of their choice without having to follow small purchase procedures or obtain approval from the SPO, from the qualified vendors listed below.

Panda Travel, Inc.

<u>Address:</u>	1017 Kapahulu Avenue, Honolulu, HI 96816
<u>Telephone:</u>	808/738-3838
	1 888-726-3288 (Toll free no.)
	1 800 692-9941 (Toll free emergency pager number)

Facsimile: 808/738-3391
1 866-738-3391 (Toll free no.)

E-mail: state@panda-group.com

Internet site: www.hawaiicorporatetravel.com

Hours of Operation: Monday through Friday 7:45 a.m. to 5:00 p.m.
Saturday* 9 a.m. to 1:00 p.m.
* Urgent calls taken by Panda's supervisor on duty

Internet Capability: Agencies may go to www.hawaiicorporatetravel.com to get flight availability and current published fares, or www.hawaiicorporatetravel.com/state/quote.html for an out-of-state air quote.

Regal Travel, Inc.

Address: 420 Waikamilo Road #113
Honolulu, HI 96817

Telephone: 808/566-7890
1 800-265-8698 (Toll free no.)
1 800-752-1861 (Toll free emergency pager number)

Facsimile: 808/566- 7489
1 800-742-8777 (Toll free no.)

E-mail: Statetravel@regaltravel.com
Citytravel@regaltravel.com

Internet site: <http://corporate.regaltravel.com>

Hours of Operation: Monday through Friday 7:45 a.m. to 5:00 p.m.
Saturday 9:00 a.m. to 3:00 p.m.

Internet Capability: Agencies may go to <http://corporate.regaltravel.com> to get flight availability and current published fares or <http://corporate.regaltravel.com/state/quote.htm> or <http://corporate.regaltravel.com/city/quote.htm> for an out-of-state air quote.

PROCEDURES TO FOLLOW when travel is anticipated:

1. Travel Order Form (TOF), (Exhibit A) must be completed by each traveler. Tentative quotes may be obtained from the vendor(s) prior to completion using www.hawaiicorporatetravel.com or <http://corporate.regaltravel.com>. Neighbor Islands' travelers may call the vendor's toll free number. Detailed instructions for completing the Travel Order Form is attached at Exhibit A.
2. The justification for the trip and the TOF should be forwarded to the department's appropriate parties for approval.

3. The completed and signed TOF shall be faxed to the vendor to make reservations.
4. The traveler must sign and return the vendor's fax confirmation verifying name spelling, dates, destination and rate.
5. The vendor(s) will accept pCard numbers on the TOF as the authorized form of payment. If a purchase order must be used, a completed and signed purchase order must accompany the signed acknowledgement to guarantee the airfare and for tickets to be issued.

AIR TRAVEL ARRANGEMENTS. An employee shall be scheduled to arrive at the out-of-state destination (applicable airport), in accordance with the employee's collective bargaining agreement or executive orders.

Travel routes shall be the most direct and economical routes available to the point of business destination. Any charges related to travel not applicable to State business shall be the responsibility of the traveler. This includes stopovers, special or short-run trips, backtracking, using an airline other than the one with the lowest fare, personal side trips or any other routing impacting the lowest possible fare.

Air travel arrangements may include the use of more than one commercial carrier if there is a savings of more than \$150.00.

The vendor may charge a service fee for out-of-state airline tickets issued. The service fee will be reflected as a separate cost item. The schedule of fees is as follows:

OUT-OF-STATE AIRLINE TICKETS TRANSACTION FEES

FARE BASIS	PANDA TRAVEL	REGAL TRAVEL
Published Fares	\$23.00	\$32.00
Contract Fares* *Panda quotes include service fees *Regal quotes net fares + service fee	Transaction fee incorporated in fare	\$32.00
Refunds, exchanges, and cancellation of tickets (in addition to airline penalties)	\$23.00	\$50.00

Information about making changes to the ticket and ability to refund will be given at the time the reservations are made and will be printed on the confirmation. In the event that the ticket allows changes, and if the traveler wishes to make the change, call the travel agency direct. If the ticket is refundable, and a refund is desired, contact the vendor.

TICKET DELIVERY. The vendor will issue electronic tickets for all qualified flights for travel within the 50 United States, Puerto Rico, and the U.S. Virgin Islands.

If a paper ticket is requested, an airline mandatory fee will be assessed. The fee is currently \$50.00, but may vary by carrier. Those travelers who prefer paper tickets will be responsible for the surcharge fee, which must be paid by the traveler directly to the vendor. Paper tickets will be issued at no charge on those carriers that do not have a mandatory service fee.

PAYMENT FOR OUT-OF-STATE AIR TICKETS. The pCard shall be the primary form of payment for airline tickets, however, purchase orders will be accepted on an as need basis. The vendor will submit an itinerary/invoice, which will reflect the cost of the air ticket(s) and service fee(s) as separate items. When using the pCard for published fares, the cost of the airline ticket will be posted on the bank statement from the respective airline (i.e. United, American, Delta etc.), but the service fee will be posted from either Panda or Regal Travel. Contract/bulk fares will be posted on the bank statement from the vendor only.

CAR RENTAL ARRANGEMENTS - Out of-State Car Rental. Reservations through the vendor(s) are optional. Agencies are required to check with their administrative services offices for department policies. If required to use the price list contractor, the vendor will select a car rental agency that has the most economical rate. Travelers are responsible for payment, in accordance with HAR-3-10-10 (d)(1). In unusual circumstances where the agency is paying for the car rental by purchase order, Panda will select a car rental agency with whom it has a bill back agreement. Regal Travel does not have any car rental contract agreements for out-of-state travel.

Car Rental Reservations	Panda Travel	\$0.00
Transaction Fees:	Regal Travel	\$5.00 per transaction

Agencies are reminded that "Rental of cars shall be allowed where it would be impractical to obtain necessary transportation in government owned vehicles or privately own vehicles on a mileage basis, and where public carriers are not available to the point be visited," in accordance with HAR, Section 3-10-10(d)(1). A cost analysis should be done to determine if the cost and benefits of a car outweighs public transportation, taxis, airport and/or hotel shuttle alternatives. Car rentals should not be used solely on the basis of convenience.

The size of the car shall be determined by the number of people in the party. A compact car will be made on all reservations except for the following:

- | | | |
|---------------------------|----------------------|-------------|
| • Overnight trip | 3-4 passengers | Midsize Car |
| • Day trip/overnight trip | 5 or more passengers | Mini-van |

Purchase of collision or loss deductible waiver (CDW, LDW, or PDW) coverage is permitted only under the following situations:

- Driving outside the State of Hawaii;
- Conditions for rental car were financial terms are advantageous;
- Payment is full reimbursable; or
- Payment covered by funds other than General Funds.

HOTEL ARRANGEMENTS - Out-of-State Hotel Reservations. Reservations through the vendor(s) are optional. Agencies are required to check with their administrative services offices for department policies.

Hotel Reservations Transaction Fees:	Panda Travel	\$0.00
	Regal Travel	\$5.00 per transaction

PRICE LIST AVAILABLE ON THE INTERNET. The price list is available at the SPO website at www.spo.hawaii.gov, "click" on "Procurement of Goods, Services and Construction – Chapter

PRICE LIST AVAILABLE ON THE INTERNET. The price list is available at the SPO website at www.spo.hawaii.gov, "click" on "Procurement of Goods, Services and Construction – Chapter 103D", and "Travel Services." Also available on the website are Comptroller and SPO memoranda, forms, FAQs, and vendor links.

/s/ Ruth E. Yamaguchi

RUTH E. YAMAGUCHI
Procurement Officer